

# JOSE PLASENCIA

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## FULL-STACK SOFTWARE ENGINEER

I discovered my love for software engineering 4 years ago when I built a simple web app to solve a real problem at work. As a McDonald's manager, I saw how inefficient the time-off request process was, so I developed a system that automated approvals, saving hours of manual work and improving team satisfaction. That experience proved how technology can transform workflows, and since then, I've been dedicated to building scalable, user-focused applications that drive real impact.

### EXPERIENCE

**Software Engineer:** EKG CORP ..... 07/2023-Present  
Executed web application projects focused on creating intuitive workflows and enriching user experience:

- Developed a ticket-selling platform using React, Next.js, and Node.js, which **acquired 11,000 users in its first month** while integrating GA4 for tracking and optimizing analytics and automation processes.
- Engineered scalable solutions with JavaScript (Node.js) and Python for key platforms, including an awards voting system that **processed 36,923 votes across 20 categories in 30 days**, ensuring performance and reliability.
- Implemented CI/CD pipelines with Git, NPM, and AWS, streamlining deployments and enabling seamless delivery of features and updates

**Full-Stack Developer:** CAFE COLAO ..... (6 Month Contract) 08/2023 - 01/2024  
Executed website development initiatives for a Dominican Republic-based tourism company with a focus on optimizing full-stack functionality.

- Built a high-performance website using React, Node.js, and Webpack, **averaging 400 monthly users** and achieving a 50% boost in organic traffic through effective SEO and GA4 analytics strategies.
- Developed a dashboard for staff to manage reservations and monitor analytics, improving reservation management efficiency by **36%** and increasing analytics insights by **22%**.
- **Established RESTful APIs** enabling secure hotel reservation checkouts and cross-browser compatibility improvements of **40%**, leading to **20% higher user retention**.

**Manager:** McDONALD'S ..... 07/2021 - 06/2023  
Led a team of 17 employees, ensuring delivery of top-tier customer service while introducing technological solutions to optimize processes.

- Developed a mobile-friendly web application to automate and streamline employee time-off requests, **saving 5+ hours** weekly in manual administrative tasks and increasing employee satisfaction
- Boosted team productivity by **20%** through effective coaching, training, and handling of performance issues.

### EDUCATION / CERTIFICATION

- University of Central Florida: **Full Stack Web Development Certificate, Computer Programming (2022)**  
12-week program on HTML5, CSS3, JavaScript, MySQL, MongoDB, jQuery, Node.js, React.js, Express.js, & Bootstrap

### TOOLS / TECHNOLOGIES

- VSCode, GitHub, Git, Docker, AWS, Figma, Postman
- JavaScript, Node.js, React.js, PHP, HTML, CSS, Postgres SQL, MySQL, MongoDB, Python, Git, Next.js, JWT, Axios, Tailwind

**Web Application Development • Project Management • UI/UX Optimization**  
**CI/CD Pipelines • RESTful API Design • Agile Collaboration**  
**Troubleshooting • Automation • Performance Improvement • Database Management**